




**Do You Have
The Right
Number?**

*A Directory To
CalPERS Services*



*California
Public
Employees'
Retirement
System*



Welcome to the California Public Employees' Retirement System (CalPERS). CalPERS provides retirement and health benefits to more than 1 million members. This includes active workers, retirees, their families and beneficiaries, and their employers. We believe that our members are the backbone of CalPERS. Our concern for members has been our number one priority since we were established more than 60 years ago.

The Board Of Administration and the staff of CalPERS are dedicated to the continuing improvement of services. During your working career, and once you retire, you may find that you need to contact our offices. We want to make your dealings with CalPERS as easy as possible. The information in this brochure will help you determine who you need to contact and how best to reach that office.

Many offices within CalPERS have **Telephone Information Centers (TIC)**. Phones are covered during regular business hours – 8 a.m. to 5 p.m. (PST) – by TIC representatives who are trained to answer most questions. Should your inquiry require special research, you will be told this and a staff member will get back to you by phone or in writing as soon as the information you need is available. The **TIC** designation used in this directory shows which offices have such centers.

Some of the TIC phone lines also have an automated voice mail system. You may be able to get the answers to your questions through messages on the phone system without waiting for one of our TIC employees. Of course, if you

need to talk directly to a TIC representative, you can always do so. Numbers with voice mail announcements have a **VM** designation listed by them.

If you need to call our offices after regular business hours, several divisions are equipped with a message-taking system. These calls are returned within the next two business days. After hours numbers have a **24hr** designation. The CalPERS 24-hour Text Telephone is available by calling (916) 326-3240.

While our main headquarters is in Sacramento, we also have several regional offices located throughout the State. You can contact an office in your area for assistance, or of course, our main office. The addresses and phone numbers are listed in this brochure.

You can now also reach CalPERS on the Internet.

CalPERS On-line

has lots of information on our programs and services. Be sure to visit us at <http://www.calpers.ca.gov>.

We hope that your contact with CalPERS is a pleasant one. We continue to work for our members and hold true to the belief that our members are the most important part of our business.



Lupine
Lupinus

The Lupine and the California Poppy are common companions on the slopes and in the meadows of California. This sweet-smelling wildflower comes in a variety of colors and flourishes in poor, sandy soils. Lupine has been used to reclaim unstable sections of San Francisco's hillsides.



CalPERS Board Of Administration

P.O. Box 942701
Sacramento, CA 94229-2701
(916) 326-3828

Dr. William D. Crist
President
State Member Representative

Charles P. Valdes
Vice President
Member-At-Large Representative

Ronald L. Alvarado
State Personnel Board Representative

Robert F. Carlson
Retired Member Representative

Thomas J. Clark
Elected Official Of Local Government*

Kathleen Connell
State Controller
Ex Officio Member

Jerry Cremins
Public Representative*

Michael Flaherman
Public Agency Member Representative

Matt Fong
State Treasurer
Ex Officio Member

Vacant
Public Representative*

William Rosenberg
Member-At-Large Representative

Kurato Shimada
School Member Representative

Joseph Thomas
Official Of Life Insurer*

David Tirapelle
Director, Department Of Personnel
Administration
Ex Officio Member

** Appointed position.*

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CalPERS Sacramento Headquarters

Lincoln Plaza
400 P Street
Sacramento, CA 95814
(916) 326-3000

TTY: (916) 326-3240 or California Relay
Service: (800) 735-2929

Executive Office
P.O. Box 942701
Sacramento, CA 94229-2701
(916) 326-3829

James E. Burton
Chief Executive Officer

James H. Gomez
Deputy Executive Officer

Robert Aguallo
Assistant Executive Officer
Investment Office

Vincent P. Brown
Assistant Executive Officer
Financial & Administrative Services

Kayla Gillan
General Counsel
Legal Office

Patricia K. Macht
Chief, Office of Public Affairs


Sheryl Pressler
Chief Investment Officer, Investment Office

Ron Seeling
Chief Actuary
Actuarial & Employer Services

Margaret T. Stanley
Assistant Executive Officer
Health Benefits

Robert D. Walton
Assistant Executive Officer
Governmental Affairs, Planning and
Research

(vacant)
Assistant Executive Officer
Member & Benefit Services



Legend

TIC = Telephone Information Center

VM = Voice Mail Announcements

24hr = 24 Hour Message Line Available

Benefit Services Division

P.O. Box 942716

Sacramento, CA 94229-2716

Sacramento Area

(916) 326-3848 (**TIC, VM, 24hr**)

Outside Sacramento Area

(800) 352-2238 (**TIC, VM, 24hr**)

Fax: (916) 326-3933

Areas of member service:

- refund information and requests
- pre-retirement death notifications
- community property information
- requests for retirement estimates
- service and disability retirement information
- retirement processing
- retirement eligibility and payment
- questions on retirement checks
- address changes
- working after retirement/reinstatement
- changing beneficiaries
- post-retirement death notifications
- electronic fund transfer of monthly warrants
- survivor and beneficiary information
- cost-of-living adjustments

Health Benefit Services Division

P.O. Box 942714

Sacramento, CA 94229-2714

Fax: (916) 326-3935

Eligibility/Enrollment Information:

Active Employees

Contact your employer

Retired State and Public Agency Members

(800) 237-3345 (TIC, VM, 24 hr)

PERSCare/PERS Choice Member Information

(800) 882-7377

Areas of member service:

- health plan eligibility and enrollment information
- plan benefits
- health plan assistance

Office of Long-Term Care

P.O. Box 942719

Sacramento, CA 94229-2719

(916) 326-3900

Fax: (916) 326-3905

Areas of member service:

- Long-Term Care Program information
- enrollment materials (800) 338-2244
- Customer Service (800) 982-1775

Tiger Lily

Lilium columbianum

These showy, bright orange-red wildflowers can be found in California's forest meadows and thickets. Although the Tiger Lily is considered to be the West's most popular wildflower, it is often transplanted from the wild into home gardens, making it uncommon in some areas.

Member Services Division

P.O. Box 942704

Sacramento, CA 94229-2704

(916) 326-3141 (TIC, VM)

Fax: (916) 558-4019

Areas of member service:

- pension compensation review
- community property
- contribution adjustments
- membership review
- service credit information
- additional service payments
- first and second tier member benefits
- reciprocity
- annual member statements



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Other Services Actuarial and Employer Services Division

P.O. Box 942709

Sacramento, CA 94229-2709

(916) 326-3420

Fax: (916) 326-3005

Areas of employer service:

- actuarial services
- public agency contracting information
- employer training sessions
- payroll reporting information
- employer related issues
- CalPERS Bulletin Board System (BBS) information
- BBS Dial-in Telephone Number: (916) 658-1515



California Poppy

Eschscholtzia californica

On sunny days in spring our State flower, the California Poppy, often turns entire hillsides and meadows into a breathtaking sea of brilliant orange. On cloudy days and at night the poppy softly closes its petals until the warm rays of sunshine return. April 6th is California Poppy Day.



Human Resources Division

P.O. Box 942718

Sacramento, CA 94229-2718

(916) 326-3065 TTY: (916) 558-4120

Fax: (916) 558-4001

Areas of employee/member service:

- personnel services
 - recruitment/examination services
 - training office
 - employee relations
 - equal employment opportunity
 - sign language interpreting
- text telephone or voice: (916) 326-3459

Judges' I, Judges' II, Legislators', and Volunteer Firefighters' Length of Service Award System

P.O. Box 942705

Sacramento, CA 94229-2705

(916) 326-3688 Fax: (916) 658-1500

Areas of member service:

- Volunteer Firefighters' Length of Service
Award information and processing
- Judges' and Legislators'
 - refund information and requests
 - pre-retirement death notifications
 - community property information
 - requests for retirement estimates
 - service and disability retirement information
 - retirement processing
 - retirement eligibility and payment

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Office of Governmental Affairs

P.O. Box 942705
Sacramento, CA 94229-2705
(916) 326-3689
Fax: (916) 326-3270

Areas of member service:

- State and federal governmental affairs
- legislative issues

Office of Public Affairs

P.O. Box 1802
Sacramento, CA 95812-1802
(916) 326-3991
Fax: (916) 326-3507

Areas of member service:

- media liaison/press relations
- visitor liaison
- event planning
- CalPERS On-line (web site)
- publications

*(For large publication orders, please write to the
CalPERS Central Supply Unit*

P.O. Box 942715

Sacramento, CA 94229-2715.

*Individual publications can be obtained by calling
the number shown above.)*

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**CalPERS
Field Services Division
Regional Offices**

Sacramento Regional Office (Headquarters)

Lincoln Plaza, 400 “P” Street, Room 1490

Sacramento, CA 95814

(916) 326-3630

Fax (916) 326-3176

Los Angeles Regional Office

11766 Wilshire Blvd., Suite 1600

Los Angeles, CA 90025

(310) 231-3464

Fax (310) 231-3480

San Francisco Regional Office

301 Howard Street, Suite 2020

San Francisco, CA 94105

(415) 396-9700

Fax (415) 396-9776

Fresno County Regional Office

10 River Park Place East, Suite 230

Fresno, CA 93720

(209) 433-0164

Fax (209) 433-0196

Orange County Regional Office

500 Orange Tower

500 North State College Blvd., Suite 750

Orange, CA 92668

(714) 935-2625

Fax (714) 935-2628

San Bernardino Regional Office

Lakeside Tower, 3rd Floor

650 East Hospitality Lane, Suite 330

San Bernardino, CA 92408

(909) 383-4431

Fax (909) 383-6882



San Diego Regional Office

7676 Hazard Center Drive, Suite 350

San Diego, CA 92108

(619) 220-5454

Fax (619) 220-5457

Mountain View Regional Office

650 Castro Street, Suite 240

Mountain View, CA 94041

(650) 428-0112

Fax (650) 428-0279

Areas of member service:

- retirement services (in-office and at field locations)
- member services (active and retired)
- retirement and financial planning assistance
- statewide employer training program for benefit education and health benefit enrollment
- Public Agency 457 Deferred Compensation Program (916) 558-4118
- California Relay Service is available by calling (800) 735-2929



How Did You Like This Brochure

If you would like to share your opinion of this brochure, please send us your ideas. Your constructive comments can help us make this brochure even better. Please answer the questions below and mail this page to the following address:

California Public Employees' Retirement System
Office of Public Affairs
P.O. Box 1802, Sacramento, CA 95812-1802

1. This brochure is designed to provide an overview on reaching CalPERS. Did you get useful information from reading this brochure?

☐Yes ☐No

If no, what do you find lacking?
2. Did you have questions after reading any sections?

☐Yes ☐No

If yes, in what sections do you have questions, and what are your questions?
3. Did you find any sections particularly helpful?

☐Yes ☐No

If yes, which sections?
4. Did you find yourself wanting additional information?

☐Yes ☐No

If yes, what?
5. If you have other comments, please share them below.





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Retirement System*

400 P Street

Sacramento • CA 95814

<http://www.calpers.ca.gov>

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